

**Paying pensions today, preserving pensions for tomorrow.**

With net assets of almost $20 billion, OPTrust invests and manages one of Canada's largest pension funds and administers the OPSEU Pension Plan, a defined benefit plan with almost 95,000 members and retirees.

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| **Manager, Member Experience & Operational Excellence** |
| **Member Experience** |
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**Scope:**

As a key member of the Member Experience management team, the successful candidate will be responsible for managing a team which provides highly personalized services to members and pensioners of the OPSEU Pension Plan throughout the entire membership lifecycle.

**Responsibilities:**

* Leading and supporting pension operations with a business process modernization and operational excellence mindset
* Using appropriate operational excellence tools & methodologies
* Providing leadership and innovation in a number of specialized business areas.

**Requirements:**

* Post-secondary education, in addition to 5+ years business experience in client service excellence, preferably in the financial services industry
* Experience in supervising the work of others, with a commitment to people development
* Demonstrated leadership, team building, coaching, motivating staff and managing performance
* Experience overseeing day-to-day operations, redirecting staff resources, managing work-inventory and business relationships
* Strong service orientation in addition to exceptional interpersonal skills, tact and good judgment
* Excellent written and verbal communication skills
* Ability to see the big picture and manage the details
* Strategic mindset, with experience leading change and implementing new business initiatives
* Demonstrated ability to manage competing priorities in a dynamic environment, consistently meeting deadlines
* Strong analytical and problem-solving skills along with exposure to process excellence methodologies, process improvement and business re-engineering; practical knowledge of Value Stream Mapping, Lean Six Sigma or similar methodologies is preferred
* Exposure to business intelligence or data mining
* Exposure to pensions and employee benefits with industry specific training like CEBS or PPAC also an asset.

Please submit your application via LinkedIn (<https://www.linkedin.com/company/optrust/jobs/>). If you are unable to apply via LinkedIn, you may submit your application by emailing the People department at [careers@optrust.com](mailto:careers@optrust.com). We kindly ask that you apply using only one of these methods.

OPTrust is compliant with the *Accessibility for Ontarians with Disabilities Act* (AODA). Please advise us should you require accommodation with the recruitment process.

We thank all interested applicants, however only those under consideration will be contacted.